

# Ashleigh Laird, Certificate III in Business Administration (Medical)



I never really knew what I wanted to do until about the start of Year 10, however, I knew I wanted to do something to help others (I know it sounds a bit cliché). At the beginning of Year 10 I realised that I would really like to get into paediatrics, which was further influenced by my love of science. In Year 12 I worked extremely hard to achieve the best possible ATAR I could so I could increase my chances in pursuing a career in what, deep down, I knew I always wanted to do, get into medicine.

When I completed Year 12 I knew I wanted to have a gap year to have a break from all the study that I did in my final year but I didn't want to do something that would not interest me. So I thought, what would be interesting and beneficial to me not only during my gap year but also in the future? I then knew that a traineeship would be perfect.

I am currently undertaking a traineeship during my gap year as a medical secretary at Albury Surgical Group (ASG), which are the rooms of six very well respected surgeons. During this year I will complete Certificate III in Business Administration (Medical). This certificate will hopefully increase my chances of getting a job working in medical administration (hopefully at an after-hours clinic) when I move down to Melbourne for uni and will also give me great foundational knowledge in health.

The main reason I chose to do a traineeship, specifically in the medical field, is because I believed it would give me a great insight and also a bit of background knowledge for when I hopefully pursue a career in medicine. So far it has lived up to my expectations and has given me fantastic knowledge on a large variety of health issues and medical terminology, which will largely benefit me in the future.

I found out about the traineeship at ASG by going around to as many medical clinics in Albury/Wodonga as I could and handing in my resume. I think that having the initiative to hand in my resume increased my chances of getting such an amazing traineeship because the employers saw how determined I was. I was looking specifically for a traineeship in the medical industry so I also went onto many recruitment agency websites, including ATEL, to search. I had to apply for this traineeship through the ATEL website, where they then put me through to have an interview with the Practice Manager at ASG and I was successful. (Yay!)

At Albury Surgical Group I am one of nine absolutely wonderful medical secretaries. Although there is a large amount of reception staff, it is never quiet (or boring); we are always very busy (which is definitely a plus). I do many administrative tasks such as booking, changing and cancelling appointments for patients both over the phone and face to face for both initial consultations with the surgeons and also surgical procedures.

Booking surgical procedures also includes going through the instructions with the patients on how to prepare for their surgical procedure and also what is expected of them on the day of the surgery. I also do tasks, which are specific for ASG, including preparing daily consulting lists, preparing the theatre notes for the surgeons and organising anaesthetists for theatre lists. Furthermore, I do many other basic

administrative tasks such as scanning in documents and results, updating and creating patient files, photocopying, faxing and billing. Also, because hygiene is a high priority in the medical industry, I help clean the surgeon's rooms, clean and bag instruments for sterilisation and do other cleaning duties. On a regular basis I also liaise with many other administrative staff in the hospitals, the other ASG branches, a large number of medical clinics around the area and also many General Practitioners.

There are many great things about my traineeship. Firstly, I get to meet and work for some of the most highly respected surgeons in the area. This gives me a great understanding of how those in the medical industry work and who the people are who are involved in many different medical processes. I have been able to learn about many different surgical procedures and increase my knowledge of medical terminology (which will also be a part of my business administration course). Not only this, but it has also greatly increased my confidence because of how regularly I communicate with people both face to face and over the phone. This traineeship also gives me the opportunity to gain life skills and experience in the work force before I go to university.

Once I complete my traineeship at the beginning of 2015, I plan to go and study medicine at university and get into paediatrics. If I am unable to get straight into medicine, I will do a double degree of Paramedicine and Nursing at Monash (which I have deferred this year) and hopefully get into medicine via the graduate pathway.

So far, although it has only been a short time, this traineeship has been absolutely amazing and if anyone has the opportunity to do a traineeship, I highly recommend it. It can give you a lot of experience and knowledge in the area that you hope to pursue a career in.